

## **Leak Credit Policy**

**June 26, 2009**

1. **Authority**  
Approved by the Director. Presented to the BOC on May 12, 2009.
2. **Purpose**  
To define a water and sewer charge credit policy where unusual charges are incurred as a result of a leak or other problem on the customer's side of the water meter.
3. **Definitions**
  - a. Catastrophic Leak – A leak resulting in usage that is equal to or greater than 400% of normal usage for the month(s) for which a credit is considered. Water and sewer credit available.
  - b. CCWS – Cobb County Water System
  - c. Credited Usage – Calculated as the difference between the usage during the month(s) for which a credit is considered and 150% of normal usage.
  - d. Leak Credit – A credit issued to a customer account reducing a portion of the charges against that account relating to a documented leak.
  - e. Leak Credit Committee – An internal CCWS committee charged with interpreting this Policy and considering appeals thereto.
  - f. Non-catastrophic Leak – A leak resulting in usage that is greater than 150% but less than 400% of normal usage for the month(s) for which a credit is considered. Sewer credit available.
  - g. Non-residential Customer – All customers that are not defined as residential (see below).
  - h. Normal Usage – Usage during the billing month(s) for which a credit is considered during the previous year. For example, if a credit is considered for January, 2009, Normal Usage would be the usage recorded for January, 2008. If this comparison is not possible or not representative, use the average consumption chart.
  - i. Residential Customer - Single family residence individually metered by CCWS.
  - j. Sewer Cost – The calculated actual cost to treat collected wastewater; established at \$1.00 per thousand gallons as of July 1, 2009. Subject to change by the Leak Credit Committee.
  - k. Sewer Rate – The commodity sewer rate charged to the customer during the period for which a credit is sought.
  - l. Water Cost – The rate paid by CCWS to the Cobb County Marietta Water Authority for potable water.

- m. Water Rate – The commodity water rate charged to the customer during the period for which a credit is sought.
- n. Credit for County Caused Problem – This is defined as a leak that is our responsibility such as a leaking washer at the meter or a leak caused by County action.

**4. Non-catastrophic leaks**

- a. **Non-catastrophic leak credits are available only to residential customers.** Proper and aggressive maintenance is considered to be a part of the cost of doing business for non-residential customers.
- b. A customer may qualify for a leak credit only once per year.
- c. In the event that a leak appears to have impacted the billing for two consecutive months, both months may be considered.
- d. Customer must provide evidence of leak repair; e.g. repair bill, letter from plumber or repair company, receipts if self-repaired, or, at a minimum, letter from the customer to describe the situation.
- e. The sewer credit shall be calculated as the credited use times the sewer rate for outdoor leaks or credited use times the difference between the sewer rate and the sewer cost for indoor leaks (i.e. when the lost flow enters the sewer system).

**5. Catastrophic Leaks**

- a. **Catastrophic leak credits are available to both residential and non-residential customers.**
- b. A customer may qualify for a leak credit only once per year.
- c. In the event that a leak appears to have impacted the billing for two consecutive months, both months may be considered.
- d. Customer must provide evidence of leak repair; e.g. repair bill, letter from plumber or repair company, receipts if self-repaired, or, at a minimum, letter from the customer to describe the situation.
- e. **For residential customers,** the sewer credit shall be calculated as outlined above for non-catastrophic leaks. The water credit shall be calculated as the difference between the water rate and water cost times the volume of flow during the period for which a credit is sought in excess of 400% of normal usage.
- f. **For non-residential customers,** the sewer credit shall be calculated as the difference between the sewer rate and the sewer cost times the volume of flow during the period for which a credit is sought in excess of 400% of normal usage. The water credit shall be calculated as the difference between the water rate and water cost times the volume of flow during the period for which a credit is sought in excess of 400% of normal usage.

**6. Pool Credits**

- a. No water credit is provided.
- b. Only available for refilling pool following a needed repair.
- c. No more than one pool credit per year.
- d. Documentation of repair and pool size must be provided.

- e. Sewer credit calculated as volume used to fill pool times the applicable sewer rate.
- f. No credit available for ponds, hot tubs, topping off, or routine pool maintenance.

**7. Credit for County Caused Problem**

- a. Sewer Charges - credited at the current retail sewer rate for all consumption exceeding normal use provided the customer has sewer service.
- b. Water Charges - credited at the current retail water rate and correct tier for all consumption exceeding normal use.

**8. Administration**

- a. Changes to this policy may be recommended by the Leak Credit Committee and approved by the Director.
- b. Notes regarding all leak credits requested shall be placed with the appropriate account in the CCWS billing system.
- c. Documentation of requests and their resolutions shall be maintained by the Customer Service Manager.